

ESSENTIALS

THE FUTURE OF ERP SUCCESS

Fast implementation, flexible support and all for a fixed monthly cost

Essentials uses a combination of cloud technology and cutting edge tools and methods to build on our well established delivery and support expertise:

- Slashing the ERP solution project lead time from years to months
- Assuring and improving your solution throughout its lifecycle
- Cutting the total cost of solution ownership by minimising customisation and ensuring ease of upgrade.

This radically different approach to ERP solution delivery and support rests on five main elements:

- **Cloud based architecture**, reducing the time required to provision infrastructure, so significantly, as to remove it from the project plan as anything other than a simple milestone
- **Pre-configured solutions**, which will deliver your business requirements out of the box, removing the need for lengthy process analysis and design, drastically reducing solution customisation
- **Agile delivery methods**, ensuring that application configuration, integrations and essential customisations are delivered with optimal speed and with a focus on outcomes
- **Robust control utilising the Microsoft Lifecycle Services suite of tools**, enabling collaboration, consistency and successful project delivery
- **Expert focus by industry**, with seamless transfer of knowledge from project team to support services, to ensure that the solution is synchronised with the Microsoft Dynamics 365 for Operations roadmap.

Inception

The Hitachi team work with you to understand how the standard industry solution processes fit to your business needs, in order to understand the Change Management tasks, you must carry out to make the solution work. Standard data templates are made available, so that your team can begin collecting and cleansing data, ready for load.

- **Early exposure to Microsoft Dynamics 365 for Operations** – To demystify the software and encourage familiarity with standard functionality
- **Briefing of solution specification and data template handover** – Explaining how the solution typically works for your industry, and starting the essential process of cleansing and gathering data for the next phase
- **Balance of formality and pragmatism established early** – The joint project team is educated to be able to use Essentials method in order to deliver essential governance outputs whilst delivering quickly.

Elaboration

This phase ends with a demonstration of the solution to the business in order to illustrate the standard processes, using your own data.

- **Environments provisioned** – Microsoft Dynamics 365 for Operations environments are made available
- **Copy Configurations** – Pre-built configuration is copied across to the your newly available environments, along with any required data
- **Conference Room Pilot** – The processes detailed in the solution specification document from the Inception phase are played back using your data to promote solution understanding, and highlight any mandatory areas of development, and the associated impact.

Construction

With a duration determined by the amount of development deemed mandatory by the project sponsor, customisations are built, using an agile method where each sprint contains testing by both project team and business users.

- **Design & Development** – Fit/gap outputs from the Elaboration phase are placed in the product backlog on a priority basis ready for design and development, with daily meetings to ensure early and continued traction
- **Functional Testing** – Testing is carried out by Hitachi to ensure that the Sprint development is ready for your team to test
- **Sprint User Acceptance Testing** – Task Guides are updated to include any customisations. The client team execute the task guides to test the solution, while the Hitachi team provide guidance and fix as necessary problems until the exit criteria for testing is reached.

Transition

With the solution built and user tested, the activities required to move to live begin, culminating in the go-live.

- **Support team knowledge transfer** – The Managed Services team receive a detailed briefing on the client solution from the project team, and any customisations from standard. Preparations are made so as to accept the solution into a live operational state
- **Stabilisation Sprint** – A final test sprint is run that focuses on regression testing and any remaining defect resolution required to certify the solution as stable and ready for go-live
- **Training** – The solution is deployed into a Training environment and Task Guides developed during User Acceptance Testing are used to train the end user community. You and your team sign off training to ensure that the user population is ready to go live.

Operation

The Hitachi project team support the solution over a period typically lasting a few weeks and encompassing a month end, transitioning support to the long term model delivered by the Managed Services team.

- **Continuous Improvement** – You and the Hitachi Managed Services team collaborate on future evolution of the solution to reflect changing business needs
- **Microsoft Dynamics 365 for Operations upgrades** – The Managed Services team work with you to ensure that quarterly Microsoft software upgrades and fixes are promoted into the live environment with the necessary testing and change formality.

Microsoft Lifecycle Services (LCS) and Essentials

LCS is the underlying toolset that enables the necessary real time collaboration required for a successful Essentials implementation. Hitachi has further improved on LCS's accelerator tools by building in the Essentials project approach, enabling Hitachi and you to leverage the full extent of the standard industry repositories including predefined templates, customisations and shared assets.

Essentials in LCS powerfully facilitates Agile and the collaboration needed to succeed, enables earlier testing in the project lifecycle, reduces risk as the result of early business validation within sprints and enables the eradication of the delays and waits typical to waterfall based projects.

The repository also contains a significant amount of Intellectual property that will enable you to deal with some of the more difficult challenges facing you when delivering to an accelerated timeframe, such as change management. It also enables the use of Hitachi's Visual Studio Team Services site for progress and performance tracking.



Designed for
Success



Predictable Cost



Flexible Approach



Ongoing Support

How does it all come together?

We bring our pre-configured industry solution to you, our Industry Solution experts confirm their complete understanding of your business and collaboratively review your processes, whilst ensuring that standard industry practice is used to avoid lengthy and costly customisations. Working within a structured but pragmatic method, we test the solution with you to ensure a successful transition to the live implementation. Our Managed Services team will work alongside you, to both support your current live solution, and to provide continuous improvement, ensuring that Microsoft's quarterly updates are incorporated into your Essentials solution with minimal business impact.